

Complaint about childcare provision

Ref: 2583046/5757636

Date: 5 July 2024

Summary of outcome

All early years providers must meet the legal requirements in the Statutory framework for the early years foundation stage, which you can find at www.gov.uk/government/publications/early-years-foundation-stage-framework--2. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 14 June and 26 June 2024, we received concerns that the provider was not meeting some of these requirements.

We found that the provider had failed to notify Ofsted of a significant event, which is a requirement of their registration.

On 4 July 2024, we carried out an unannounced regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 8 July 2024:

- ensure suitable hygienic facilities are available for changing children who are in nappies.
- ensure that children are always within sight or hearing of the childminder and/or registered assistant
- premises must be fit for purpose and suitable for the age of the children cared for ensuring that health and safety legislation, fire safety and hygiene requirements are met.

The provider has reviewed risk assessments for the areas use by the children, making sure they are safe and suitable. Hygiene procedures have been improved including a new changing mat for use when carrying out nappy changes. The provider is clear she cannot use an assistant unless Ofsted have been informed and confirmed their suitability. Ofsted are satisfied with the response by the provider to the actions set.

The provider is still registered with Ofsted.

Publication of complaints

We publish details of complaints made against childminders, home childcarers and childcare providers where we or the provider have taken action in order to meet legal requirements.

We publish details of complaints on our website for a period of five years.

For further information about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).